



NANAIMO
LADYSMITH
PUBLIC
SCHOOLS

January 2025

Elementary Report Card (ERC) Troubleshooting

Has Your Access Been Denied?

Do you work in a job share or are you a prep coverage teacher trying to access multiple divisions?

Please check with your school secretary to see that you are listed as a “co-teacher” in MyEd. Then, ask your secretary to submit an [ERC Co-Teacher request](#) through service68.

ERC Co-Teacher
Request

Not Working as Expected?

Are you getting a server error message?

Submit a [service68 Incident ticket](#).

Are you getting an HTML error message?

- Did you copy and paste in plain text? ([Tutorial](#))

Still having trouble? submit a [service68 Incident ticket](#), select **ERC** for System or Application and include a screenshot (Ctrl PrtScr) of the error message.



Learning to Use the ERC?

Click here for a [video](#) to get you oriented with the ERC.

Are you wondering how to [email](#) reports or email the [Learning at a Glance](#)?



Helpful Link

- [Reporting Guidelines](#)

If you have further questions, email thelearningline@sd68.bc.ca.